



State of Illinois
Illinois Commerce Commission
Code Part 737.130
LEC Electing Providers Quarterly Filing

Citizens Telecommunications Company of Illinois d/b/a Frontier Citizens
Communications of Illinois
for quarter ending September 30, 2015

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(A)

Credits due to out-of service conditions lasting more than 30 hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid:	\$29,674.19	\$16,776.01	\$7,755.70	\$54,205.90
B. Number of credits issued for repairs - 30-48 hours:	72	70	56	198
C. Number of credits issued for repairs - 49-72 hours:	99	75	74	248
D. Number of credits issued for repairs - 73-96 hours:	81	47	65	193
E. Number of credits issued for repairs - 97-120 hours:	91	53	52	196
F. Number of credits issued for repairs greater than 120 hours:	312	200	71	583
G. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	11	25	10	46

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(B)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid:	\$40.00	\$0.00	\$109.97	\$149.97
B. Number of installations after 5 business days:	1	0	1	2
C. Number of installations after 10 business days:	0	0	1	1
D. Number of installations after 11 business days:	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	6	8	11	25

Credit due in accordance with Section 220 ILCS 5/13-506.2(e)(2)(C)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid:	\$400.00	\$150.00	\$125.00	\$675.00
B. Number of customers receiving credits:	16	6	5	27
C. Number of exemptions claimed for each of the categories identified in Section 220 ILCS 5/13-506.2(e)(2)(D):	1	0	0	1